



#16

Docket No.: 2950P053

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

ROBERT H. JOYCE, ET AL.

Application No.: 09/604,199

Filed: June 27, 2000

For: **SYSTEM AND METHOD FOR AUTOMATED
AND CUSTOMIZABLE AGENT AVAILABILITY
AND TASK ASSIGNMENT MANAGEMENT**

Art Group: 2157

Examiner: Jacobs, Lashonda T.

RECEIVED

JUN 16 2004

PETITION FOR EXTENSION OF TIME PURSUANT TO 37 C.F.R. § 1.136 Technology Center 2100

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F. R. § 1.136(a), the Applicants for the above-identified application respectfully
Petition the Commissioner for a three (3) month extension of time, extending the period for response to June 18,
2004, from the Final Office Action dated December 18, 2003. A check for \$950.00 (petition filing fee) is attached.

If it should be determined that a longer extension of time is required to prevent this application from being
abandoned, please charge any additional fees to Deposit Account No. 02-2666. A copy of the Fee Transmittal is
enclosed for deposit account charging purposes.

Respectfully submitted,

Blakely, Sokoloff, Taylor & Zafman LLP

Date:

6/2/2004

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CERTIFICATE OF MAILING/TRANSMISSION

I hereby certify that this correspondence is being deposited with the United States
Postal Service on the date shown below with sufficient postage as first class mail in
an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450,
Alexandria, VA 22313-1450.

Geneva Walls
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6/9/04
Date

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